



HOWARD COUNTY, MARYLAND
OFFICE OF PURCHASING
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ADDENDUM NO. 1

September 24, 2015

Invitation for Bids No. 2016-21

Wine In The Woods On-Line Ticket Sales
Opening Date: September 30, 2015 Time: 11:00 a.m.

This addendum is hereby made a part of this **Invitation for Bids 2016-21**. Please note the following information/clarifications as a result of questions received by the bid due date and time for questions and submit the bid accordingly.

Changes/Clarifications/Information

1. Question: Are there any on-site sales beyond kiosk sales?

Response: Yes, cash sales.

2. Question: Who is the County's credit card acquirer?

Response: Refer to IFB Section D 13.1, Technical Specifications. Govolution LLC is the conduit to deposit the funds into Wells Fargo Bank.

3. Question: What are the defined roles of the requested 2-6 staff for 8-9 hours per day?

Response: The Contractor shall train County staff in use of scanners and be present to address any issues/concerns with kiosk transactions and questions concerning payment problems, if any.

4. Question: What is the quantity of ticket sales that do not occur through the Contractor?

Response: Approximately 6,000 to 8,000.

5. Question: How many Recreation and Parks and community centers would need access for sales?

Response: Five, but they are separated from the Contractor's on-line sales.

6. Question: Will Recreation and Parks and community centers need to print tickets? If so, how many ticket printers will be needed?

Response: No, Recreation and Parks and community centers do not need to print tickets.

7. Question: Is the Contractor able to receive any fees for tickets sold at Recreation and Parks Community Centers? If no, how many total tickets were sold in 2014 and 2015 at Recreation and Parks?

Response: No. 1,554 tickets in 2014 and 1,362 tickets in 2015 were sold at Recreation and Parks.

8. Question: Is a facility map available which shows kiosk and scanning locations?

Response: They are located at Admissions Area 1 off Little Patuxent Drive and Admission Area 2 near Merriweather White House.

9. Question: Will power be provided by the County for kiosks?

Response: Yes, in the form of generators.

10. Question: Is your current provider charging a different fee for on-line sales compared to kiosk sales?

Response: No.

11. Question: What are the 2016 prices and inventory for each price type?

Response: 2016 prices have not been announced as of this writing. Price type and inventory is included in total on-line sales of between 15,000 to 20,000.

12. Question: Do you know if the County's current credit card merchant supports Authorize.net?

Response: No.

13. Question: In IFB Section D 13.5, there is an increase in need for Point of Sale terminals to 12 units. Can you give more details for the increase and the specific use of these POS/kiosk units?

Response: The number of units is needed to expedite the anticipated walk-up day of event crowds. Many people wait until the day of the event depending on weather to decide if they are coming.

14. Question: What were the per ticket fees being charged to the customer as well as any other fees being charged that we should be educated on to make sure all cost and offering are acknowledged?

Response: Per ticket fee depends on what the Contractor charges the County per transaction. No other fees are anticipated being charged.

15. Question: Are kiosks a requirement or can the Contractor actually provide onsite staffing to accomplish the same result?

Response: The Contract can propose an alternative to kiosks; however, the proposed alternative must be as fast and efficient as the kiosks that the County has used in the past.

16. Question: The Invitation For Bid shall be printed in duplicate. Will you also accept electronic submittal or must we mail the duplicate Invitation For Bid response documents?

Response: Refer to Invitation For Bid Page 15, Section E 1.1.

Please acknowledge addenda by signing below and returning with the bid. Failure to acknowledge this addendum may be cause for rejection of the bid.

ADDENDUM RECEIVED BY:

Signature

Company Name

Title

IBC